

T-Netix is underhanded in their business dealings: collect call restrictions are now being placed on ph.lines for inmate calls, without any oprior notice or explanation all of a sudden you can't receive calls. When I called the Canyon County Detention Center to inquire about this non-approved/asked for/warned about block, I was told to contact T-Netix. I did so & they informed me that they are no longer goiong to be billing through our local phone service (Quest)& that I had 2 options. One, I could do a prepay type plan & then have the block removed, or if I had a credit rating of "A" they would continue to bill me through Quest. How can this be?! If you want to continue to get collect calls from a correctional facility/detention center you HAVE to open an individual account w/them (& many have to prepay ) to get the restriction that you didn't ask for or know about lifted?! THIS ISN'T RIGHT!